

D. Child Verbatim Comments

Have you ever felt your child received fewer services than other patients?
cause they look down on people that need help
Dental exams
Didn't get some meds as other patients not on medicaid.
Emergency Room & Dr. Offices - was treated rudely
Her doctor only works on Fridays.
I feel he is hypoglycemic. NP diagnosed him with it, but no tests were even done. I believe that they should have been so that an accurate diagnosis could be made. She basically said those are the symptoms. That's what he's got, but there could be underlying problems.
my oldest daughter needs braces, and others received braces on medicaid.
Other people are treated before me, even though we came in before them (emergency & clinic)
Prescriptions
seldom gets sick
She doesn't receive quite the same amount of attention since she wasn't a premie.
shots, eyewear
Showing a medicaid card puts my child's health last compared to a child walking in with other insurance.
Spider bite
They won't do immunizations in the office if you have Medicaid.
We are looked upon in a different way than others, and we're treated differently than others at our clinic.

Where did your child get this regular or routine care?
Community Health Nurse
Deering Clinic
Indian Health Svcs.
Mental health provider
NRM Clinic, Cut Bank, MT
pediatric surgeon

Where did your child get care for this illness, injury or condition?
Community Medical Center O.R.
Indian Health Svcs.
Northern Rockies Medical Clinic
Swan Valley Youth Camp, Kalispell

If yes [your child's personal provider couldn't see him or her], where did they refer your child?
Community Health Nurse
If on a weekend, I'll bring him to Emergency Room
Neurosurgeon in Helena
PA
PA in same clinic
Same office
Same place
Their nurse practitioner

If more than 6 months ago [the last time your child had any visits for preventive care], why?

don't understand this question
 He is supposed to get a physical check up once a year.
 he received all of his shots and hasn't been sick
 I had no Medicaid at that time
 I just got a new job.
 I work until 4 p.m. so it is hard to schedule appointments.
 Last appointment for immunization was over a year ago
 My child is scared when she has to go
 My son sees a speech therapist so we are in constant contact with the Dr. office.
 My younger child is very healthy, my older child is pregnant
 No money to go to the doctors
 Other
 school contacted me
 school shots
 She refuses to go unless there is something wrong.
 She's now 16 years old
 Swan Valley Youth Academy
 we had an appointment
 We live too far out of Kalispell and schedules are too difficult to coordinate.

How were you notified your child was on PASSPORT To Health?

I received a letter stating a provider had been chosen for my child [Respondent had chosen response about welcome letter and this response too – question said to choose only one response]
 my mother
 social worker
 was on CHIP program, and was told not eligible any more, so had to be on Medicaid

Other Tribe

Blackfeet
 Cherokee
 Cherokee & Chactaw
 Eskimo
 Houghage
 Little Shell Cree
 Siletz
 The Little Shell Tribe my father! Not enrolled
 Tulalip

Other (Unspecified) Race

Human

How did that person help you [complete the survey]?

My daughter checked boxes for me

Please use the following for any comments, suggestions, etc.

Even though my child has full dental, her dentist, whom she has seen for about 8 years, refuses to see her because I owe a bill. She also needs braces to align her jaw, but I'm told I will have to travel to Helena, which is 200 plus miles one way. I can't afford to take her to Helena.

Great program and very helpful when we moved and needed to switch providers.

I am a working mother who is also going to school full time. This program is very helpful giving me one less thing to worry about.

I am completely satisfied with your service and so very grateful to you all.

I am so glad that there is a program like Medicaid to help people like us who can not afford the cost of health care.

I am so glad you called to touch base and told me about the Help Line. I can see that the Help Line will be a benefit to me in the future.

I am sure glad to help you guys on these surveys. Thank you.

I am very happy with my Passport to Health, and I want to say thank you for everything. Have a Merry Christmas and a Happy New Year!!

I am very happy with Passport to Health, and I'm also happy that I can pick the doctor.

I am very pleased with everyone, and how they handled my situation. Thanks.

I am very satisfied.

I am very thankful for this program, although I hope not to need it much longer. I'm grateful that Montana Passport is available while needed. Thank you.

I believe that health care is necessary for all, and yet I would urge professionals associated with this program to exercise sensitivity toward individual clients rather than a "stereotyping" attitude. Being an educated single mother, lacking resources, does not mean that I am lazy, neglectful, or stupid. Having encountered these attitudes & judgments more than once, I prefer to manage our health wisely on my own, and often choose to pay for alternative methods which employ a more holistic view of my child and a more understanding attitude toward my situation. For those of you who are able to maintain an empowering and supportive attitude toward clients, keep up the great work. It's appreciated!

I don't understand why Passport no longer pays for circumcision on male babies when in the handbook it says it's covered.

I feel that my daughter has received excellent care and service.

I have had a bunch of trouble changing Passport providers. It took me months (6 phone calls by myself and my provider's office).

I hope my information helps give insight to the PASSPORT to Health Program. I have been overall satisfied with the program since enrolled

I hope they could get dental for adults, to go like to Great Falls for dental work.

I just hope I filled it out alright.

I just want to say how much I appreciate this program. I am a single parent and only work 25 hrs/wk. I could not afford medical bills if it wasn't for this program. Thank You!

I like being able to choose the provider, and I also like the help line.

I live in Boulder Montana and was refused service when my daughter was real sick. I had called Medicaid in advance. We were embarrassed in front of others. My granddaughter was also refused service in Boulder Clinic while on Medicaid because mother had outstanding bill. My family now utilizes Cooperative Health Center and are very happy with them.

I misunderstood some of the answers until I read them again.

I need a woman doctor for my daughter.

I really appreciate getting service from PASSPORT To Health with my family. Thank You.

I really do not know that much about Passport to Health. No one has ever sat down with me and explained it to me.

I really like the program.

I seem to be having trouble with the pharmacy in the last couple of months. They're saying my child is ineligible. Thank you.

I think a Personal Passport Provider is the greatest thing for Health Care, especially since my boy is being well taken care of and to all staff that work and put this program together, I'd like to thank you all and keep up the good work for always keeping me informed, Thanks A lot!

Please use the following for any comments, suggestions, etc.
I think Medicaid is wonderful and you have an extremely helpful staff!
I think that chiropractic services should be at least somewhat covered for people ages 21 and over.
I think that Medicaid should also cover for natural doctors, because what happens to those who don't want to be seen by regular doctors?
I think the items you need passport approval for should be less in my opinion.
I thought I was fairly familiar with the handbook, but you have raised some questions for me. I am going to have to look into them, thank you :)
I wish dentist still took medicaid, it is very hard to get into the care mobile.
I would like a different Provider besides I.H.S.
I would love to possibly see more providers for dental services. That's the only problem with Montana Medicaid.
I'm very satisfied with the medical part of the program, however, for my daughter, who is also in the program it is impossible to get any dental work done because there are few dentists who take Medicaid. If they do take Medicaid the child has to be 5 years old or younger (My daughter is 10).
It would be nice to have a list of dentists that accept Medicaid on a regular basis, instead of the dentists only accepting so many patients at the beginning of the month.
Keep up the good work- happy holidays
Keep us informed of any & all changes. Need for help to make changes. Let us know what's available at all times.
Medicaid is a very good program.
Medicaid is a very good program. If it was not for this program, my children would not get the health care they need.
[Name deleted], age 11, filled this out needing me only a few times to check an answer correctly.
My children do not receive the same treatment as a child on other insurance. The best quality care given is not, i.e.: dentist office uses silver fillings and wants to pull teeth instead of white fillings and making sure there is an actual cavity.
my daughters need braces and I was a little puzzled on your guidelines for braces, eventually the youngest children would need braces
My grandchild's health insurance has been satisfactory. Her doctor(s) have gone out of their way to accommodate granddaughter's various issues. I find the transportation office seriously lacking and also a handicap for trips to Mayo Clinic. Especially "communication". I have had to provide explanations to staffs' questions that I know little about. As those who are asking-I have been penalized for not knowing Medicaid procedures. Rather than informed to better prepare for grand child's needs, I have another trip coming up and am no better informed/prepared due to transportations lack of cooperation and efforts.
My Passport Provider, The Family Medical Clinic has been my family doctor for over 15 years and they always help me out. My 3 children have medical, and I do not. What is out there for me on a limited budget?
My son was court ordered to the Swan Valley Youth Academy.
Need to get a list of dentists available that take medicaid.
Our health care provider has been very helpful and would always recommend him to anyone.
Our Medicaid was discontinued in November 2004 due to over-income, due to my husband getting a new job. However, myself and our unborn child will be covered until our newborn turns 1 year old. Thank you for your help.
Passport to Health is very helpful to me.
Thank you for calling. I've had a whole lot going on and didn't have a change to fill out the information myself.
Thank you for letting me have a chance to do this survey. I think you all are doing a great job.
Thank you!
Thank you. Merry Christmas & Happy New Year. :)
Thanks for the survey.
Thank-you for all of your help with our girls. We really do appreciate it. We would never have been able to do it on our own.
The dental is very limited.
The last survey you sent got misplaced. I was wondering what then the first eye exam should be.

MAXIMUS

Please use the following for any comments, suggestions, etc.

The only problems I have encountered w/Medicaid is the availability of providers with space available in our area. It was difficult to find a provider in the beginning, but satisfied now.

The state should raise the allowable money to be made to be on the program.

There are no dental providers for Montana health care.

This is a good program.

This is a great program.

This is a great program. It is very much needed. The Helpline is great!

Three or four days ago, we went into the doctor and saw Dr. [Name Deleted]. She acted as if she didn't want to be bothered. My children had a cough that wouldn't go away. [Provider Name Deleted] said the boys didn't need any medication & we were sent away. Yesterday I called back and basically got the same response, as if the receptionist didn't want to be bothered. Finally Dr. [Name Deleted] spoke to me on the phone and called in a cough syrup. The boys are doing better today.

[Name deleted] is our caseworker. She makes me feel very comfortable. She treats me very well. I appreciated the way she treats me.

Very pleased with medical care for son.

We are grateful that this program exists. It is comforting to know that medical assistance for my child is there if needed.

We need better dental services. Thank you. For information, call [Phone Number Deleted].

We thank you for having this program, without it, my grandson would not have medical care. His mother and father do not have the resources to have Health Insurance.

When I've had to take my son to Kalispell, medical transportation has been a problem. I don't receive enough money to cover gas. I have to have my friends drive me and I don't have enough gas money to give them.

When our doctor's office is really busy, our time with the doctor is very short.

Would like to see more information given to individuals getting Medicare/Medicaid-healthy tips to stay healthy using alternatives so they won't have to visit Doctors so much.

You all are doing a great job! Merry Christmas. Thank you!!!

You're welcome. Hope it helps!